

Policy & Procedure Name:	Call-Out Policy
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Policy Number:	HR-008	Effective Date:	11/15/2021
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Review Dates:	10/2020, 11/05/2021
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Purpose:

Connect Plus Therapy understands that emergencies happen and employees may need to call out of a shift, but excessive call-outs put a stress on the logistical team, the family of the clients we are serving, and the individual client. This policy is to ease the disruption, create a standardized procedure for such situations, and establish expectations.

Scope:

This policy applies to all Connect Plus Therapy employees.

Policies and Procedures:

1. Call-Out Procedure
 - a. Involuntary/Unexpected Call-Outs (less than 24 hours' notice or outside of business hours, such as weekends/holidays)
 - i. The employee must contact the Scheduler via phone call (to Scheduler's cell phone). Lakewood staff must contact the applicable Case Manager.
 - ii. The Scheduler/Case Manager (Case Manager Lakewood only) will then contact the client, immediate supervisor, HR, and Clinical Supervisor or Director to notify them of the call out.
 - iii. The Scheduler/Case Manager (Case Manager Lakewood only) will attempt to find coverage for the session and will also notify the family of the coverage arrangements.
 - iv. In cases of BCBA call-outs, the Clinical Supervisor or Director will determine coverage needs and delegate staff to provide coverage.
 - v. BCBA's are reminded that vacation, sick time, and PTO will be counted towards non-billable hours if their weekly schedule was not entered in Central Reach by the Sunday deadline).
 - vi. The employee will be responsible for converting all appointments (i.e. vacation, sick time, PTO) in Central Reach.
 - b. Voluntary/Planned Call-Outs (ex. vacation, training)
 1. Full-time employees wishing to take PTO and vacation must request this time off from HR, preferably at least two weeks in advance and await approval.
 2. The employee will notify the Scheduler/Case Manager (Case

Manager Lakewood only) of the date(s) and time(s) of sessions and a brief reason for the cancellation via email.

3. The Scheduler/Case Manager (Case Manager Lakewood only) will notify the client, BTs/BCBA, and the BCBA of the call-out and about who will provide coverage for the session(s).
4. In cases of BCBA absences, the Clinical Supervisor or Director will determine coverage needs and delegate staff to provide coverage.
5. The employee will be responsible for converting all appointments (i.e. vacation, sick time, PTO) in Central Reach.

2. Types of Call Out

a. Connect Plus Therapy recognizes three different types of call-outs:

i. Involuntary with documentation

1. When a staff member is unable to work due to unforeseen circumstances out of that person's control but the employee is able to provide documentation regarding the circumstance (ex. car breaks down and employee provides repair receipt)

ii. Involuntary without documentation

1. When a staff member is unable to work due to unforeseen circumstances out of that person's control but the employee is able to provide documentation regarding the circumstance (ex. employee feels ill but does not require seeing a doctor)

iii. Voluntary

1. When a staff member chooses not to work and does not give a reason that fits an involuntary call-out definition
2. Such call-outs are approved on a case-by-case basis
3. Approval cannot be guaranteed for any voluntary call-out with less than 24 hours notice

3. Frequency of Call-Outs

a. Connect Plus will allow 10% involuntary call-outs with documentation within a quarterly period. This is measured by the number of sessions missed.

- i. Example: 10 scheduled sessions/week x 12 weeks=120 sessions/quarter; 10% of the sessions would equal 12 missed sessions allowed with documentation for involuntary reasons

b. Connect Plus will allow 5% involuntary call-outs without documentation within a quarterly period. This is measured by the number of sessions missed.

- i. Example: Example: 10 scheduled sessions/week x 12 weeks=120 sessions/quarter; 5% of the sessions would equal 6 missed sessions allowed without documentation for involuntary reasons

c. If a staff member exceeds either of these allotments, disciplinary action will follow. This could include dropping down the number of sessions scheduled or moving to a substitute status.